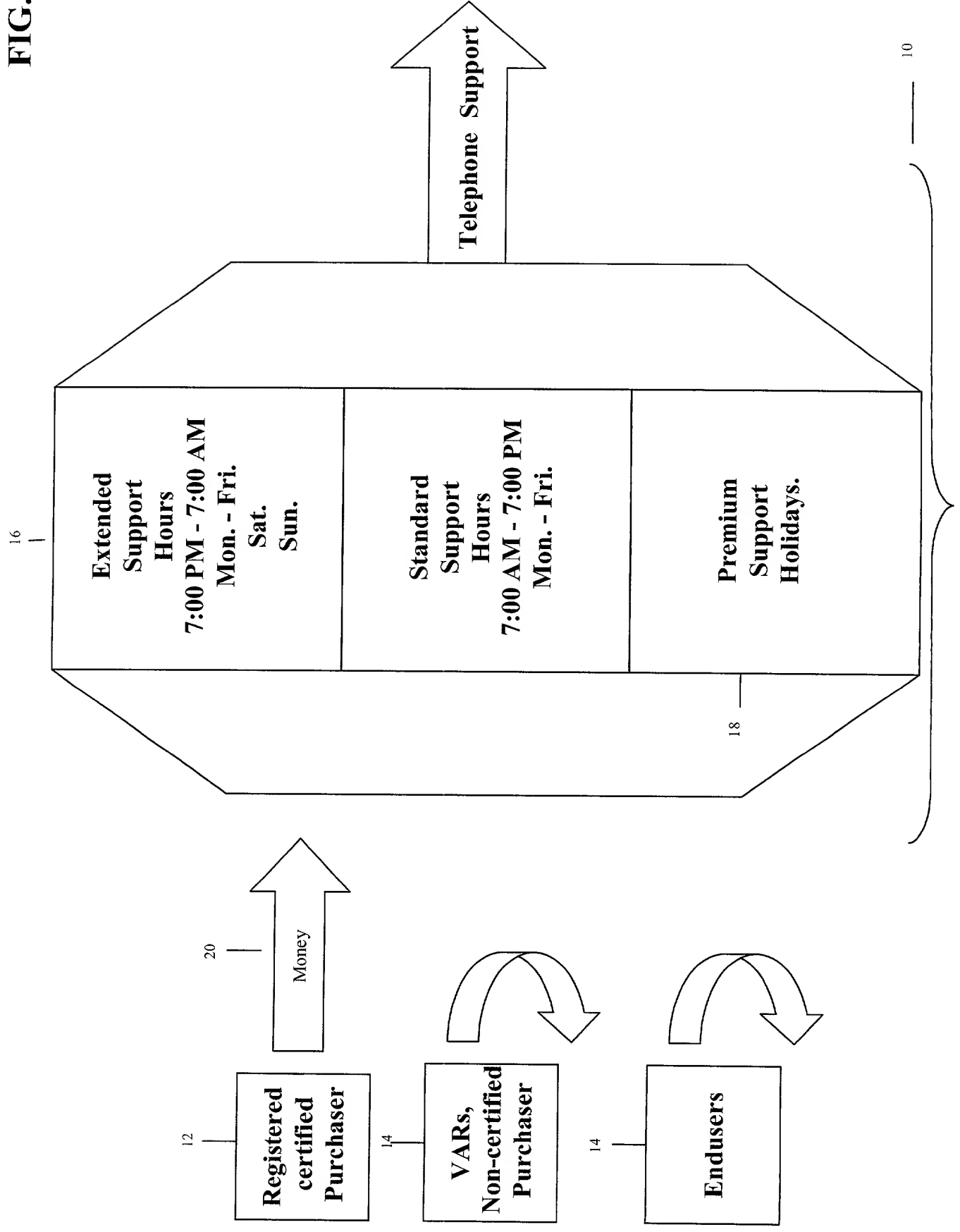
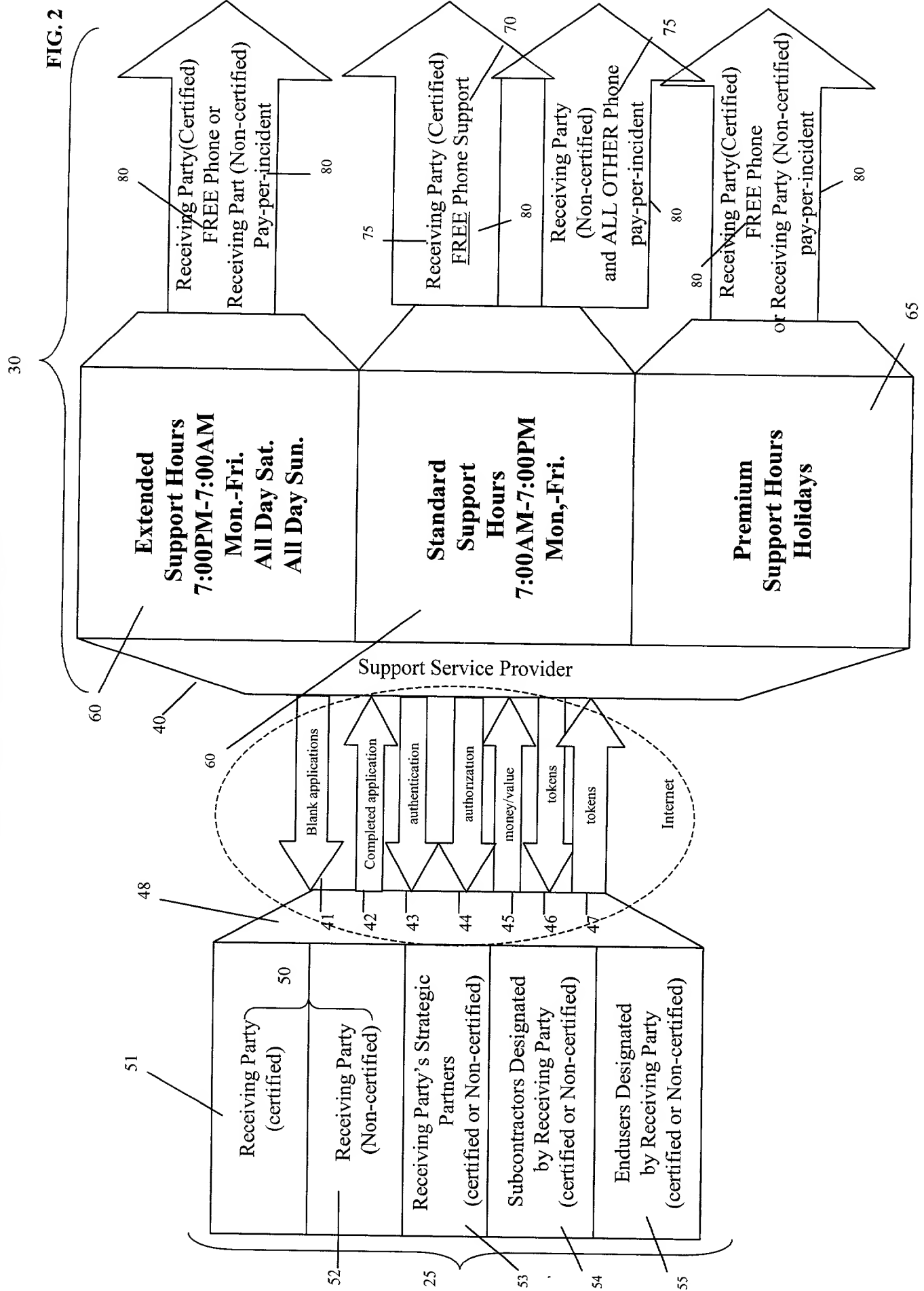


FIG. 1





### FIG. 3

	Certified Technician	Non-Certified Technician
Standard Support Hours 8AM – 5PM Local time Monday – Friday	Free	2 <i>tokens</i> per incident
Extended Support Hours 5PM – 8AM Local time Week-days, and Weekends	2 <i>tokens</i> per incident	3 <i>tokens</i> per incident
Premium Support Hours (NEC Observed Holidays)	3 <i>tokens</i> per incident	4 <i>tokens</i> per incident

### FIG. 4

	Certified Technician	Non-Certified/ Non-Receiving Party Technician
Standard Support Hours 8AM – 5PM Local time Monday – Friday	2 <i>tokens</i> per incident	3 <i>tokens</i> per incident
Extended Support Hours 5PM – 8AM Local time Week-days, and Weekends	3 <i>tokens</i> per incident	4 <i>tokens</i> per incident
Premium Support Hours	4 <i>tokens</i> per incident	5 <i>tokens</i> per incident

### FIG. 5

Telephone Support Service Packs	Number of <i>tokens</i>	Price
TS – SP – 2	2 <i>tokens</i>	\$200
TS – SP – 10	10 <i>tokens</i>	\$900
TS – SP – 20	20 <i>tokens</i>	\$1,700
TS – SP – 30	30 <i>tokens</i>	\$2,400
TS – SP – 50	50 <i>tokens</i>	\$3,500
TS – SP – 100	100 <i>tokens</i>	\$6,000
TS – SP – 200	200 <i>tokens</i>	\$10,000

